187	THE UNITED STA	TES DISTRICT COURT	Page 1 of 10
CATHERINE G. FITCH, a citizen of Massachuset)	ANOT OF PINSS!
v.	Plaintiff,)) CIVIL ACTION NO.)	:
JOHN DOES; JANE DOI COMPANIES,	ES; and ABC))	
	Defendants.) 130V 12	MAGISTRATE JUDGE Colling

VERIFIED COMPLAINT FOR INJUNCTIVE AND OTHER RELIEF

Plaintiff, CATHERINE G. FITCH ("Fitch"), through her attorneys and for her Verified Complaint for Injunctive and other Relief against Defendants, JOHN DOES, JANE DOES, and ABC COMPANIES (collectively "Defendants"), complains as follows:

Nature Of Action

This is an action for an injunction and damages arising out of Defendants' unauthorized access to Fitch's stored electronic mail communications and confidential information and Internet access account and invasion of privacy. Plaintiff seeks to enjoin Defendants from further accessing, using or disclosing Plaintiff's electronic communications and confidential information and for Defendants to account for the whereabouts of Plaintiff's information and also to produce for inspection all personal computers and other media upon which Plaintiff's information may have resided since its unauthorized access by Defendants. Plaintiff further seeks all damages she has suffered as a result of Defendants' actions and Plaintiff's efforts to mitigate her damages.

- Plaintiff Fitch is an individual and citizen of the Commonwealth of
 Massachusetts, having a principal residential address of 66 Pine Street, Dover, Massachusetts,
 02030.
- 2. The identities of Defendants John Does, Jane Does and ABC Companies are unknown persons and/or entities.

Jurisdiction And Venue

- 3. This Court has subject matter jurisdiction over Fitch's federal statutory claim pursuant to 28 U.S.C. § 1331, and supplemental jurisdiction over Fitch's state statutory and common law claims pursuant to 28 U.S.C. § 1367(a).
- 4. This Court has personal jurisdiction over Defendants John Does, Jane Does and ABC Companies in that, *inter alia*, Defendants Does and ABC Companies committed the acts complained of herein in Massachusetts and/or because a substantial part of the events giving rise to Fitch's claims occurred within Massachusetts.
- 5. Venue is proper in this judicial district pursuant to 28 U.S.C. § 1391(b) because a substantial part of the events giving rise to Fitch's claims occurred within this Judicial District.

Facts Applicable To All Causes Of Action

- 6. America Online, Inc. ("AOL") is a facility that provides electronic communication ("e-mail") and Internet access services to its subscribers.
- 7. For numerous years, Fitch was a subscriber of AOL's services and has used AOL to access the Internet and to send and receive intrastate and interstate e-mails, with the login

name "GLINDA1212" and the e-mail address GLINDA1212@AOL.COM (the "E-Mail Address").

- 8. Pursuant to AOL's service agreement, all e-mails received for a subscriber through the AOL service, including those received and/or sent via the E-Mail Address, are stored on AOL's computer system for the sole benefit of the subscriber, so the subscriber can access, view, print and/or retrieve such communications by accessing AOL's computer system with a login name and protected password.
- 9. The E-Mail Address was a critical avenue for communications for Fitch, in that it provided a secure and efficient method and means to send and receive confidential communications, including, but not limited to, communications protected by the attorney-client privilege.
- 10. Fitch reasonably believed that the E-Mail Address, and any communication sent therefrom or thereto, was secure and confidential in that, *inter alia*, Fitch did not disclose the protected password to others, nor did Fitch provide anyone authorization to access and/or view any communication stored under the E-Mail Address on the AOL computer system.
- 11. On or about October 18, 2004, and for a few weeks there before, Fitch noticed that one or more confidential and/or attorney-client protected communications were noted as being "read" by AOL's service, indicating that such communications have already been accessed, read and/or viewed, even though Fitch never accessed or read such communications.
- 12. Upon information and belief, on or before October 18, 2004, one or more Defendants, without Fitch's authorization and/or knowledge, knowingly or with an intentional

state of mind, accessed one or more e-mails addressed to and/or sent from the E-Mail Address that were stored on the AOL computer system for the benefit of the E-Mail Address, for which the author of such e-mails, and Fitch, only intended and/or authorized Fitch to access such e-mails.

- 13. As a result of Defendants' unauthorized access to Fitch's stored e-mails, on or about October 18, 2004, Fitch took reasonable measures to mitigate her damages by immediately canceling her AOL account and the E-Mail Address.
- 14. As a result of Defendants' unauthorized access to Fitch's login and stored e-mails, numerous e-mail messages containing confidential and/or attorney-client communications were viewed and/or accessed, which have caused harm to Fitch, including, but not limited to, the need for Fitch to cancel the E-Mail Address and create and migrate to a new e-mail address.

COUNT I

Unlawful Access To Stored Electronic Communications In Violation Of The Electronic Communications Privacy Act (18 U.S.C. § 2701, et seq.)

- 15. Plaintiff Fitch repeats and realleges the allegations of paragraphs 1 through 14 above, as though fully set forth herein.
- 16. Defendants intentionally and without authorization, or in excess of authorization so given, accessed a facility through which Fitch's electronic communications are provided and stored and thereby obtained access to such electronic communications while such electronic communications were in storage, in violation of 18 U.S.C. § 2701(a).

17. Defendants' unlawful conduct has caused damages to Fitch, in an amount to be determined at trial, and because her remedy at law is inadequate, Fitch seeks temporary, preliminary and permanent injunctive relief to recover and protect her rights. Unless Defendants are restrained and enjoined, Defendants will continue to harm Fitch irreparably, thereby further damaging Fitch and impairing Fitch's abilities to conduct confidential communications.

COUNT II

Violation Of The Computer Fraud And Abuse Act (18 U.S.C. § 1030, et seq.)

- 18. Plaintiff Fitch repeats and realleges the allegations of paragraphs 1 through 14 above, as if fully set forth herein.
- 19. In connection with its services, AOL owns and maintains one or more "protected computers" as defined in the Computer Fraud and Abuse Act, 18 U.S.C. § 1030, et seq., which AOL provides for its subscribers to use in interstate and/or foreign communications.
- 20. Defendants knowingly and intentionally accessed AOL's protected computers without authorization or in excess of authorization so given, and thereby obtained information from AOL's protected computers, in the form of Fitch's stored electronic communications, in violation of 18 U.S.C. § 1030(a)(2)(C).
- 21. Defendants knowingly and intentionally accessed AOL's computers without authorization or in excess of authorization so given, and as a result of such conduct, caused damages in violation of 18 U.S.C. § 1030, et seq.

- 22. The damages suffered by Fitch as a result of Defendants' conduct includes, but is not limited to, the impairment of the integrity and/or availability of stored communications and information in AOL's protected computers.
- 23. Defendants' unlawful conduct has caused damages to Fitch, in an amount to be determined at trial, and because her remedy at law is inadequate, Fitch seeks temporary, preliminary and permanent injunctive relief to recover and protect her rights. Unless Defendants are restrained and enjoined, Defendants will continue to harm Fitch irreparably, thereby further damaging Fitch and impairing Fitch's abilities to conduct confidential communications.

COUNT III

Violation Of The Massachusetts Eavesdropping Statute (Mass. Gen. Laws ch. 272, § 99)

- 24. Plaintiff Fitch repeats and realleges the allegations of paragraphs 1 through 14 above, as if fully set forth herein.
- 25. Defendants knowingly and intentionally used an intercepting device, as defined in the Massachusetts Eavesdropping Statute, Mass. Gen. Laws ch. 272, § 99(B)(3), for the purpose of intercepting, recording, retaining and/or transcribing Fitch's electronic communications from AOL's computers and electronic communication service, without the consent of all of the parties to such electronic communications, in violation of Mass. Gen. Laws ch. 272, § 99(C)(1).
- 26. Defendants' unlawful conduct has caused damages to Fitch, in an amount to be determined at trial, and because her remedy at law is inadequate, Fitch seeks temporary, preliminary and permanent injunctive relief to recover and protect her rights. Unless Defendants are restrained and enjoined, Defendants will continue to harm Fitch irreparably, thereby further damaging Fitch and impairing Fitch's abilities to conduct confidential communications.

COUNT IV

Invasion Of Privacy (Mass. Gen. Laws ch. 214, § 1B)

- 27. Plaintiff Fitch repeats and realleges the allegations of paragraphs 1 through 14 above, as if fully set forth herein.
- 28. Fitch had a reasonable expectation of privacy regarding all communications sent from and received by, or stored for the benefit of, the E-Mail Address.
- 29. In furtherance of her expectation of privacy, Fitch did engage in communications of a confidential and personal nature.
- 30. Defendants had, and continue to have, no right to access and view Fitch's electronic communications.
- 31. Defendants unreasonably interfered with and violated Fitch's privacy by intentionally and without authorization accessing Fitch's communications that contained confidential and personal information.
- 32. Defendants acted with the knowledge that Fitch's communications were private and confidential, thereby substantially and/or seriously interfering with Fitch's right to privacy in violation of Mass. Gen. Laws ch. 214, § 1B.
- 33. Defendants' unlawful conduct has caused damages to Fitch, in an amount to be determined at trial, and because her remedy at law is inadequate, Fitch seeks temporary, preliminary and permanent injunctive relief to recover and protect her rights. Unless Defendants are restrained and enjoined, Defendants will continue to harm Fitch irreparably, thereby further damaging Fitch and impairing Fitch's abilities to conduct confidential communications.

Prayer For Relief

WHEREFORE, Plaintiff, Catherine G. Fitch, prays for an Order for:

- Ŧ. Injunctive Relief:
 - A. Directing Defendants, and all those in active concert or participation with Defendants, be permanently enjoined and restrained from, among other things:
 - 1. accessing, or attempting to access, without authorization, or in excess of authorization, Fitch's computers, computer systems, electronic communications or electronic mail and computer user accounts; and
 - 2. using, forwarding, or disclosing any electronic communication or computer file sent to any of Fitch's electronic mail addresses which Defendants obtained without Fitch's authorization, or in excess of authorization.
 - B. Requiring Defendants to immediately undertake all reasonable efforts to provide Fitch with, and then permanently delete, all electronic communications addressed to Fitch in Defendants' possession or control;
 - C. Requiring Defendants to submit to Fitch's counsel any and all personal computers and computer media, within Defendants' control, for inspection by Fitch's counsel, or other retained experts, to assess the extent of Defendants' unauthorized access of Fitch's electronic communications;
 - D. Requiring Defendants to provide sworn Affidavits identifying, in detail, Defendants' activities, and the activities of anyone acting as Defendants' agent or in concert with Defendants, related to each and every access or attempt to access Fitch's electronic communications that was unauthorized or in excess of authorization access, including, but not limited to, how they gained access, what was accessed, the date and time of all accesses or attempts to access, and what files and electronic communications were deleted, viewed, downloaded, moved, printed, forwarded, provided to others or otherwise altered/destroyed; and
 - E. Requiring Defendants to identify and deliver to Fitch all of Fitch's known passwords, electronic communications and computer files.
- II. Monetary relief, awarding Fitch an amount to be determined by the Court, including:
 - A. Statutory or compensatory, and punitive damages according to:
 - 1. statutory or compensatory, and punitive damages according to 18 U.S.C. § 2707 resulting from Defendants' unlawful access of Fitch's stored communications, but not less than \$1,000;

- compensatory damages according to 18 U.S.C. § 1030(g) resulting from 2. Defendants' unlawful computer fraud and abuse;
- actual and punitive damages according to Mass. Gen. Laws. ch. 272, 3. § 99(O) resulting from Defendants' unlawful interception, retention or transcription of Fitch's electronic communications, but not less than \$1,000; and
- 4. statutory or compensatory damages according to Mass. Gen. Laws. ch. 214, § 1B for Defendants' unreasonable substantial and/or serious interference with Fitch's right to privacy.
- В. Court fees and costs, reasonable attorneys' fees, and other litigation expenses as provided for in 18 U.S.C. § 2707 and/or Mass. Gen. Laws ch. 272, § 99(Q).
- III. Any further relief the Court deems appropriate and just under the circumstances.

Respectfully submitted,

CATHERINE G. FITCH.

By her attorners

(617) 946-4800

Kent D.B. Sinclair (BBO No. 639597)

SÉYFARTH SHAW LLP World Trade Center East Two Seaport Lane, Suite 300 Boston, MA 02210-2028

Dated: November 16, 2004

Of Counsel:

Joseph R. Lanser¹ SEYFARTH SHAW LLP 55 East Monroe Street, Suite 4200 Chicago, Illinois 60603 (312) 346-8000

¹ Not admitted in the Commonwealth of Massachusetts or the Federal District Court for the District of Massachusetts.

IN	THE	UNITED	STATES	DISTRICT	COURT
FO)R TI	HE DISTR	UCT OF	MASSACH	USETTS

Defendants.	304 cv 12428 RCL
JOHN DOES; JANE DOES; and ABC COMPANIES)))
vs.) CIVIL ACTION NO.:
Plaintiff,	Wishalor Canasa.
CATHERINE G. FITCH a citizen of Massachusetts) (MSTAIDT OF MASS)
	Figure 1 - Part Market

VERIFICATION

Catherine G. Fitch, pursuant to 28 U.S.C. § 1746, states as follows:

- 1. I have full knowledge of and am competent to testify to all matters stated herein.
- 2. I have read the attached Verified Complaint for Injunctive and Other Relief and the factual allegations contained therein are true and correct to the best of my knowledge, information and belief.

I verify under penalty of perjury that the foregoing is true and correct.

Executed on this 16th day of November, 2004.

Catherine O. Fitch

Case 1:04-cv-12428-RCL Document 1-2 Filed 11/17/2004 Page 1 of 2 JS 44 (Rev. 3/99) The JS-44 civil cover sheet and the information conta...d herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.) **DEFENDANTS** I. (a) PLAINTIFFS John Does; Jane Does; and ABC Companies Catherine G. Fitch, a Citizen of Massachusetts (b) County of Residence of First Listed Plaintiff Norfolk County of Residence of First Listed_ (IN U.S. PLAINTIFF CASES ONLY) (EXCEPT IN U.S. PLAINTIFF CASES) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED. Attorneys (If Known) (c) Attorney's (Firm Name, Address, and Telephone Number) Kent D.B. Sinclair, Esq. SEYFARTH SHAW LLP World Trade Center East 04-v12428 Two Seaport Lane, Suite 300 Boston, MA 02210 (617) 946-4800 III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff II. BASIS OF JURISDICTION (Place an "X" in One Box Only) (For Diversity Cases Only) and One Box for Defendant) PTF DEF PTF DEE □ 3 Federal Ouestion Citizen of This State □ 1 Incorporated or Principal Place 4 □ 4 \boxtimes 1 ☐ 1 U.S. Government of Business In This State (U.S. Government Not a Party) Plaintiff Incorporated and Principal Place 5 Citizen of Another State 2 □ 2 ☐ 2. U.S. Government 4 Diversity (Indicate Citizenship of Parties of Business In Another State Defendant in Item III) Citizen or Subject of a 3 Foreign Nation □ 6 □ 6 Foreign Country IV. NATURE OF SUIT (Place an "X" in One Box Only) BANKRUPTCY TORTS FORFEITURE/PENALTY OTHER STATUTES CONTRACT 422 Appeal 28 USC 158 400 State Reapportionment 110 Insurance PERSONAL INJURY PERSONAL INJURY 610 Agriculture 620 Other Food & Drug 410 Antitrust 362 Personal Injury-120 Marine 310 Airplane 430 Banks and Banking 450 Commerce/ICC Rates/etc. 625 Drug Related Seizure 315 Airplane Product 423 Withdrawal 130 Miller Act Med. Malpractice of Property 21 USC 28 USC 157 365 Personal Injury -140 Negotiable Instrument Liability 630 Liquor Laws 460 Deportation 150 Recovery of Overpayment 320 Assault, Libel & Product Liability PROPERTY RIGHTS 470 Racketeer Influenced and 640 R R & Truck & Enforcement of Judgment 368 Asbestos Personal Slander 820 Copyrights 650 Airline Regs. Corrupt Organizations Injury Product 151 Medicare Act 330 Federal Employers' 830 Patent 310 Selective Service 660 Occupational 152 Recovery of Defaulted Liability Liability 840 Trademark 850 Securities/Commodities/ Safety/Health Student Loans 340 Marine PERSONAL PROPERTY Exchange (Excl. Veterans) 345 Marine Product 690 Other 370 Other Fraud 375 Customer Challenge ☐ 153 Recovery of Overpayment Liability 371 Truth in Lending LABOR SOCIAL SECURITY 12 USC 3410 350 Motor Vehicle of Veteran's Benefits 380 Other Personal 391 Agricultural Acts 710 Fair Labor Standards 861 HIA (1395ff) 355 Motor Vehicle 160 Stockholders' Suits Property Damage 862 Black Lung (923)
863 DIWC/DIWW (405(g))
864 SSID Title XVI
865 RSI (405(g))
891 Energy Allocation Act
892 Energy Allocation Act
895 Freedom of 190 Other Contract Act Product Liability 385 Property Damage 195 Contract Product Liability 720 Labor/Mgmt. Relations 360 Other Personal Injury Product Liability PRISONER 865 RSI (405(g)) 730 Labor/Mgmt.Reporting REAL PROPERTY CIVIL RIGHTS PETITIONS Information Act & Disclosure Act 441 Voting 220 Foreclosure 510 Motions to Vacate 210 Land Condemnation 740 Railway Labor Act 900Appeal of Fee Determination 442 Employment Sentence Under Equal Access to FEDERAL TAX SUITS Habeas Corpus: 230 Rent Lease & Ejectment 443 Housing/ 790 Other Labor Litigation Justice 240 Torts to Land 870 Taxes (U.S. Plaintiff Accommodations 530 General 950 Constitutionality of or Defendant) 245 Tort Product Liability 444 Welfare 535 Death Penalty State Statutes 791 Empl. Ret. Inc. 440 Other Civil Rights 540 Mandamus & Other ⊠890 Other Statutory Actions 290 All Other Real Property Security Act 871 IRS-Third Party 550 Civil Rights 26 USC 7609 555 Prison Condition (PLACE AN "X" IN ONE BOX ONLY) V. ORIGIN Transferred Appeal to District another district 3 Remanded from ☐ 4 Reinstated or □ 1 Original 2 Removed from ☐ 6 Multidistrict 7 Judge from 5 (specify) Reopened Proceeding State Court Appellate Court Litigation Magistrate Judgment (Cite the U.S. Civil Statute under which you are filing and write brief statement of cause. VI. CAUSE OF ACTION Do not cite jurisdictional statutes unless diversity.) 18 U.S.C. § 2701, et seq. and 18 U.S.C. § 1030. Defendant(s) accessed electronic communications without authorization. DEMAND \$tt1,000.00 CHECK YES only if demanded in VII. REQUESTED IN ☐ CHECK IF THIS IS A CLASS ACTION COMPLAINT: complaint: UNDER F.R.C.P. 23 JURY DEMAND: Yes No (See VIII. RELATED CASE(S) DOCKET/ instructions): IF ANY JUDGE NUMBER DATE SIGNATURE OF ATTORNEY OF RECORD November 16, 2004

FOR OFFICE USE ONLY AMOUNT APPLYING IFP JUDGE M.American LegalNet, inc. www.USCourtForms.com RECEIPT #

UNITED STATES DISTRICT COURT DISTRICT OF MASSACHUSETTS

1.	Title o	of case (n	ame of first party on each side o	only) Catherine G. Fitch v. Joh	nn Does, et al.	
2.	Categ	ory in wh	nich the case belongs based upo	on the numbered nature of suit coo	le listed on the civil cover sheet. (See	
	local	rule 40.1(a)(1)).		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
		ŧ.	160,410,470, R.23, REGARD	LESS OF NATURE OF SUIT.		
	\boxtimes	II.		540, 550, 555, 625, 710, 720, 730, D*, 850, 890, 892-894, 895, 950.	*Also complete AO 120 or AO 121 for patent, trademark or copyright cases	
		III.		210, 230, 240, 245, 290, 310, 355, 360, 362, 365, 370, 371,		
		IV.	220, 422, 423, 430, 460, 510, 690, 810, 861-865, 870, 871,	530, 610, 620, 630, 640, 650, 660, 875, 900.		
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3.	Title a this di	nd numb strict ple	er, if any, of related cases. (See	local rule 40.1(g)). If more than on r of the first filed case in this cour	e prior related case has been filed in	
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4.	Has a	prior acti	on between the same parties an	d based on the same claim ever b	een filed in this court?	
				YES	□ NO □	
5.	Does t	he comp	laint in this case question the co	enstitutionality of an act of congre	ss affecting the public interest? (See	
	28 US	C §2403)			·	
				YES	L NO ⊠	
	if so, is	s the U.S.	A. or an officer, agent or employ	ee of the U.S. a party?		
				YES	NO [
6.	ls this	case req	uired to be heard and determine	d by a district court of three judge	s pursuant to title 28 USC §2284?	
				YES	□ NO ⊠	
7.	Do all d Massa 40.1 (d	chusetts	rties in this action, excluding go ("governmental agencies"), resi	vernmental agencies of the united ding in Massachusetts reside in th	states and the Commonwealth of ne same division? - (See Local Rule	
			cation of Doe Defenda	nts unknown. YES	NO D	
		A.	If yes, in which division do a	 of the non-governmental parties	reside?	
			Eastern Division	Central Division	Western Division	
		B. If no, in which division do the majority of the plaintiffs or the only parties, excluding governmental agencies, residing in Massachusetts reside?				
			Eastern Division	Central Division	Western Division	
В.	lf filing yes, su	a Notice bmit a se	of Removal - are there any moti eparate sheet identifying the mot	ons pending in the state court req	uiring the attention of this Court? (If	
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	W		de Center East, Two Seapo	rt Lane. Suite 300		
ADDR	RESS Bo	ston, M	assachusetts 02210			
ΓELE	PHONE N	o. (617) 946-4800			
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